



United States Court of Appeals for the Third Circuit

Date: **May 10, 2018**
Position Title: **Information Technology (IT) Support Specialist**
Vacancy Number: **CE-05/18-01**
Location: **Philadelphia, PA**
Classification Level: **CL-27**
Salary: **\$52,864-\$85,980 based upon qualifications and experience**
Closing Date: **June 10, 2018**

Position Overview

This position is located in the Circuit Executive's Office of the Third Circuit Court of Appeals. The incumbent provides end-user support to all court units for desktop applications and systems, as well as mobile devices and applications. The Circuit Executive's Office supports the U.S. Third Circuit Court of Appeals, District Courts and Bankruptcy Courts within the Third Circuit, which includes Delaware, New Jersey, Pennsylvania, and the U.S. Virgin Islands.

Duties and Responsibilities

- Provide end-user support for the Court of Appeals
- Promote exceptional customer service and provide insight into general support issues
- Provide end-user training and documentation
- Efficiently manage/monitor the help desk database for tracking and reporting purposes
- Analyze and identify trends in service issues to provide preventative solutions and reports
- Coordinate hardware repairs in remote offices
- Install/test national or commercial applications or systems
- Provide technical advice on configuration and implementation of end-user systems
- Provide input and suggestions for improvements to process and procedures
- Perform other IT-related duties as assigned

Qualification Requirements

A bachelor's degree in computer science or related field from an accredited four-year college or university (or equivalent experience) is preferred. At least two years of specialized experience, including at least one year at or equivalent to the next lower grade in federal service is required. An applicant must possess solid end-user (Help Desk) and application support skills. Excellent interpersonal and communication skills (oral and written) with the ability to quickly discern customer needs and priorities are required. The ability to work in a team environment with minimal supervision, demonstrated initiative, and strong organizational skills is desired. Experience should include: Active Directory; Virtual Environment experience, including servers, desktops and printing; Windows and Application update administration; Microsoft Office 2013, Office 365; Microsoft Outlook/Exchange; data replication, backup, and restoration; LAN/WAN networking, and experience with iPad, iOS application support. Ability to travel occasionally to our remote locations when necessary. Completion of a bachelor's degree may be used as a substitute for experience.

Benefits

Federal benefits include paid vacation based on years of service and/or experience, paid holidays, sick leave, health and life insurance plans, Federal Employees Retirement System, long-term care insurance, and the Thrift Savings Plan (similar to 401K plan).

Conditions of Employment

Must be a United States citizen, or must meet the requirements established by current appropriations law. Positions with the U.S. Courts are excepted service appointments. Excepted service appointments are "at will" and can be terminated with or without cause. Employees will be hired provisionally pending the results of a FBI fingerprint check. Direct deposit of pay is required.

Application Instructions

Submit résumé, cover letter, and references in a single PDF file at http://www2.ca3.uscourts.gov/vacancyupload/ce_051801.aspx. Only candidates selected for an interview will be notified. The U.S. Court of Appeals reserves the right to modify or withdraw this vacancy announcement, or to fill the position without prior written or other notice.

The U.S. Court of Appeals is an Equal Opportunity Employer